

CITY OF WICHITA PERFORMANCE STANDARDS:

To address the City's hiring needs in an efficient manner, all major stakeholders must commit to performance standards that will allow us to be successful as an organization. Below I have mapped out a process that should work for the majority of our hiring processes. To be successful we will need an effective partnership and commitment of all parties involved and clear communication when exceptions are being made. The development of this process is Personnel's effort to address citywide expectations and ultimately best serve all of our internal and external customers.

In our continued effort to monitor staffing costs, the Position Review Team will continue to review all positions.

Internal Hiring Process:

- (1) When Departments have a position open due to attrition, an assessment if the position should be filled and what skills are pertinent and may have been missing in the previous incumbent should be completed prior to forwarding the personnel requisition to Personnel, i.e. if typing proficiency is more critical than originally believed, lifting requirement changed, etc.
- (2) If the position is a newly budgeted position the requisition must go to the Budget Office. Once reviewed by Budget, the requisition will be forwarded to Personnel within 48 hours. If Budget has issues about the new position, Budget will notify Personnel and the respective Department within 48 hours, regarding the issues.

(Departments should submit the interview questions and the panel members selected for Personnel's review, which will expedite the process).

- (3) If citywide posting is the appropriate approach, the position will be posted for five (5) working days (Blue Sheet). Personnel will review requests for transfer and resumes. The request for transfer/resumes meeting the position's qualifications will be sent to the Department within two (2) working days after testing has been completed. If testing is not required, request for transfer/resumes meeting the position qualifications will be sent two (2) working days after the position closes.
- (4) When Department receives request for transfer/resumes of qualified internal candidates a determination if they are going to interview the internal candidates, or open the position for external candidates will be made within two (2) working days.
- (5) If the Department decision is to interview internal qualified candidates, such interviews will be conducted within ten (10) working days of receipt of request for transfer/resumes from Personnel.
- (6) The Department will send all pertinent selection material for the position to Personnel within three (3) working days after the completion of interviews.
- (7) Personnel will review all selection material for compliance with City policies, including the qualifications, Affirmative Action goals, and make job offer to the top candidate within three (3) working days of receiving selection material from the Department.

Under this scenario, for internal selection processes, the top candidate will wait no longer than twenty (20) working days from the position closing to notification of being offered the position. This internal selection process will result in the top candidate waiting no longer than six (6) working days from the interview and being notified of his/her selection for the position.

External Hiring Process:

Process follows Internal Hiring Steps (1-3), except Department notifies Personnel to open recruitment for the position externally.

- (4) Personnel will post the position externally, typical posting ten (10) working days. Generally, entry-level positions are posted fewer days and high-demand (competitive) and management positions are posted longer.
- (5) When position closes, Personnel will review applications/resumes and send applications/resumes that meet the position qualifications within two (2) working days. If testing is required, applications/resumes will be sent two (2) working days from the completion of testing.
- (6) Upon receipt of the application/resumes, Department will schedule and conduct interviews within twelve (12) working days from receipt of qualified applications/resumes. This timeline may be longer if the candidate(s) are from outside the Wichita area due to airfare arrangements and scheduling.
- (7) After interviews and reference checks have been completed by the Department, forward selection material to Personnel within three (3) working days after the interviews. If the Department concludes that the individual (extraordinary candidates) should be brought in above minimum, a detailed justification memo must be sent, preferably via e-mail, to the Personnel Director with a copy to the Personnel Technician. The Personnel Director and the City Manager's appointee will approve any request between minimum and mid-range. The Personnel Director and City Manager will approve any requests above mid-range. The Personnel Director will notify the Personnel Technician within twenty-four (24) hours of the decision. The Personnel Director will provide a quarterly report to the City Manager of all starting salaries.
- (8) Personnel will review all selection material for compliance with City policies, including the qualifications, Affirmative Action goals, and make job offer to the top Candidate within five (5) working days of receiving selection material from the Department.

Under this scenario, for external processes, the top candidate will wait no longer than twenty-two (22) working days from position closing date and being offered the position. This external process will ensure that the top candidate will wait no longer than eight (8) working days from the interview and being notified of being selected for the position.

Innovative Techniques for Recruiting

- ❖ Job Fairs are a way to target for special recruiting needs.
- ❖ University and conference recruiting is also an effective tool for certain jobs. Departments can do on-the-spot interviewing by arranging ahead of time for a panel. The Department Director or designee could arrange for panel members from the university or conference participants to assist with interviewing.

Various Departments throughout the organization are using both of these techniques successfully. Check with your Personnel Technician or the Affirmative Action Administrator for ideas and/or help with utilizing these tools.

Reminder: Interview panels shall be comprised of no less than two persons from outside the organization for ranges 001-115. Minority representation should also be included, whenever possible. For ranges below 115,

we will continue the practice of including at least one individual on the interview panel from outside the division.